

TO: Workforce Development Board

DATE: 04/13/17

FROM: WDB Staff

For Discussion

For Action

For Information

SUBJECT: WDB Supportive Services Policy

PROPOSED MOTION(S): Approve the updated Supportive Services Policy

DISCUSSION: Pursuant to the Workforce Innovation and Opportunity Act (WIOA) Sections 3(8), 3(59), and 134(d)(2) et seq., the Merced County Workforce Development Board, through the Merced County Department of Workforce Investment (MCDWI), may make available supportive services to eligible WIOA participants. This policy has been updated to reflect current law and regulatory standards. Previously established provisions regarding amounts for supportive services and other guidance are unchanged from the previous policy. This update is to bring the policy compliant with WIOA.

ATTACHMENT(S): Updated Supportive Services Policy



Supportive Services Policy

TO: Service Providers

EFFECTIVE: 4/13/2017

REFERENCES:

- Workforce Innovation and Opportunity Act (WIOA) Section 3(8)
- Workforce Innovation and Opportunity Act (WIOA) Section 3(59)
- Workforce Innovation and Opportunity Act (WIOA) Section 134(d)(2) et seq.

PURPOSE: This policy is intended to provide guidance on when participants who are enrolled may be provided supportive services.

POLICY: The Merced County Workforce Development Board, through the Merced County Department of Workforce Investment (MCDWI), may make available supportive services to eligible WIOA participants. Provisions of supportive services under this policy are contingent upon the availability of funds. This Supportive Services Policy is subject to review and change at the discretion of the Merced County Workforce Development Board.

MCDWI shall ensure:

- Services provided under this policy are based on the needs of the customer;
- Incidental payments/related supportive services are based on the program activity in which an individual is enrolled and the ongoing assessment of need related to the customer. Such information will be documented in the Individual Employment Plan.
- Services provided under this policy are available after all other resources have been exhausted;
- Services provided under this policy are necessary to enable customers to participate in activities authorized under WIOA for adults, dislocated workers and youth participants served under the American Recovery and Reinvestment Act of 2009;
- Services provided do not duplicate services available from other sources, and are coordinated with the services and resources of the America's Job Centers of California One-Stop partners and other community service partners;
- Financial assistance does not include post-exit services except for follow up services for youth or as otherwise provided at law;

- Bonus and incentive payments, when allowable by law and if provided, are based on the attendance and performance by the customers receiving them; and,
- The Local Workforce Development Area will meet applicable Internal Revenue Service and Fair Labor Standards Act requirements.

Section 1: Levels of Supportive Services

Individual Career Services:

- Up to \$150-Case Manager Approval
- Over \$150 up to \$500-Program Manager approval required
- Over \$500-Director/designee approval required

Training Services:

- Enrollment in a full-time training activity that is listed on the State Eligible Training Provider List (ETPL): Up to \$2,500 per enrolled individual.
- Enrollment in a full-time training activity with a training provider not on the Eligible Training Provider List (registration or tuition costs not allowable): Up to \$3,000 per enrolled individual.
- On-the-Job Training: Up to \$300 per enrolled individual. Tools and uniforms included in the OJT contract do not count toward this amount. Amounts exceeding \$300 must be approved by the Director/designee.
- Enrollment in Work Experience or Internship: Up to \$300 per enrolled individual. Amounts exceeding \$300 must be approved by the Director/designee.

Section 2: Required Reporting/Cancellation

MCDWI, in accordance with the Workforce Innovation and Opportunity Act, and its implementing regulations, may provide supportive services deemed appropriate for payment or reimbursement to customers and/or other agencies or businesses for preapproved necessary services, supplies and/or materials provided to the customer. The customer's need must be documented. Customers who obtain unsubsidized employment may have their supportive services reduced or terminated. The needs of the customer will be reassessed to determine if further assistance from WIOA funding is required.

Section 3: Pell Grants

Customers enrolled or accepted for enrollment at an accredited college or in other training in a course of study eligible for Federal or State financial aid must apply for a Federal Pell Grant. No supportive services will be provided until this action is accomplished. Supportive services may be provided while a Pell Grant application is pending provided there is Director/designee approval. Expenditures for supportive services will be tracked through MCDWI's client financial database.

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Merced County's Workforce Investment system will keep pace with the new growth, the emerging economy, and the ever changing needs of the employers by creating a better educated, highly skilled workforce, that's capable, and prepared, and thoroughly knowledgeable."

Section 4: ITAs, Limitations on Financial Support

For those customers who elect to attend occupational skills training within the local labor market area (defined as Fresno County in the South to Stanislaus County in the North, and all other areas deemed appropriate by the MCDWI Director or Deputy Director) the maximum amount of funds available will be limited by the needs identified in the Individual Employment Plan, and be consistent with the criteria put forth in this policy. MCDWI will make no supportive services available to customers who elect to attend occupational classroom training outside of the defined labor market area unless an exception is approved by the Director or their designee.

Transportation: Transportation expenses may be provided to enrolled participants who drive a vehicle to attend training or interviews, based on need up to the amounts listed in this policy. When an enrolled participant's schedule and childcare arrangements can be accommodated by public transportation, a monthly bus pass will be provided. Job search participants will be limited to bus passes only. The maximum rate of reimbursement available, depending on the distance traveled, is as follows:

- 10-19 miles roundtrip, up to \$5.00 per day
- 20-34 miles roundtrip, up to \$7.50 per day
- 35-49 miles roundtrip, up to \$10 per day
- 50-64 miles roundtrip, up to \$12.50 per day
- 65-79 miles roundtrip, up to \$15.00 per day
- 80-94 miles roundtrip, up to \$17.50 per day
- 95+ miles roundtrip, up to \$20.00 per day

Child Care / Dependent Care: Child care or elder care for dependents of a participant may be necessary for an individual to participate in WIOA activities. Before authorizing supportive service funds for dependent care, case managers should explore alternative dependent care programs that may be available. Customers with one or more children 12 years of age or younger may be eligible for childcare. Customers with children 13 through 18 years of age, or dependents requiring elder care, may be eligible for dependent care assistance if the dependent is physically or mentally incapable of caring for him or herself as determined by a legally qualified professional, or if a dependent child is under court supervision. If the customer's spouse or significant other is either not working nor looking for work, nor participating in a training program, and is not incapacitated or does not have special needs, childcare will not be authorized. Rates listed are the same whether for one dependent or multiple dependents. Customers qualifying for childcare/dependent care may be reimbursed at the following rates: Up to \$10.00 per day may be allowed for Child Care regardless of the number of children or hours in training. Elder care reimbursement is dependent on the level of care required and must be approved by the Director or their designee.

Other Financial Assistance: Needs related payments provide financial assistance to participants for the purpose of enabling individuals to participate in training and are one of the supportive services authorized by WIOA Section 134. Adult/Dislocated Workers must be (a) unemployed, (b) not qualify for, or have ceased qualifying for, unemployment compensation and enrolled in training services under WIOA by the end of the 13th week of unemployment. For

Adults the amount of funds cannot exceed the poverty levels for the equivalent period. For Dislocated Workers the amounts cannot exceed the weekly level of UI benefits. Any Needs Related Payments or One-time Emergency Assistance needs to have the approval of a manager and be provided to the Director, or person designated by the Director/designee, for final approval.

Exceptions to Supportive Service Policy and Limits: Exceptions to the Supportive Services Policy must be submitted to the Program Manager or Supervising Manager who will review and make a recommendation to the Director/designee. The Director/designee will approve, disapprove, or modify the request for exception in writing.

Responsible Official: Program Manager
Reviewed/Revised Date: April 13, 2017